

# LINKAGES SITE COORDINATOR

**GRADE: 20**

**FLSA: EXEMPT**

## CHARACTERISTICS OF CLASS:

The Linkages Site Coordinator performs intermediate professional work and responsible administrative work involved in the planning and coordination of activities and services in the Linkages to Learning Program which assists elementary students and their families with services to help children be successful in school, at home, and in the community. The incumbent participates with others in program development, implementation, and service delivery; and, provides on-site coordination of resources, services, and volunteers in support of the program. The work requires proactive contacts both within and outside the school community and the City to facilitate communication between the school administration and staff of the host school(s) and the on-site Linkages to Learning team; and, to coordinate service provision to participating students and families. The physical requirements of the position are limited to light in nature. Working conditions are somewhat disagreeable due to considerable mental effort involved in resolving issues. The work is subject to standardized program practices and procedures subject to review by the Community Services Manager in terms of progress and results.

## EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

## EXAMPLES OF DUTIES:

- Understands the philosophy, policies and procedures of Linkages to Learning (LTL) and is able to communicate these to staff, parents, students and school personnel.
- Works with school personnel, civic groups, parent/student groups and other community organizations to conduct ongoing community needs assessments and documents findings in writing.
- Participates with others in the development of annual program plans and budgets which detail the expected groups, classes, workshops and outreach events, for submission to the Community Services Manager.
- Plans, develops, and coordinates programs for site (e.g., Linkages to Literacy, Holiday Drive, summer camps, after-school activities and classes for parents such as parenting, computer, ESOL, money management/budgeting).
- Provides feedback for the selection and orientation of the Family Services, Inc, mental health therapist.
- Plans and conducts fundraising, develops resources (e.g., outreach programs, scholarships, donations, emergency funds) and prepares necessary written materials (e.g., thank-you letters and solicitations)
- Serves as back-up to Case Manager, receiving client requests and making referrals.
- Recruits, screens, trains and supervises volunteers for programs offered at site.
- Assists Community Services Manager with budget development.
- Tracks program expenditures and submits monthly expenditure reports to Community Services Manager.
- Compiles monthly services statistics and submits required reports consistent with specified deadlines.
- Orders, maintains and inventories supplies (e.g., snacks, stamps, grocery coupons), office equipment.
- Promotes collaborative relationship with administrators, teachers and staff of host school(s) through education and outreach initiatives (e.g., participation in school staff orientation and Back to School events) and participation in School Improvement Team and staff meetings.
- Coordinates LTL/school team meetings, including referral/planning meetings and LTL staff meetings.
- Attends LTL trainings and retreats.
- Develops outreach and promotional materials (e.g. flyers, brochures, articles for Rockville Reports) consistent with City's policies and procedures.
- Make presentations on Linkages program to community groups and other agencies.
- Maintains records of program activities consistent with record retention schedule.
- Maintains good working relationships with other City staff as well as other public and private agencies and groups.
- Works irregular work schedule as required.
- Performs related work as required.

### **QUALIFICATIONS:**

### **Required Training and Experience:**

Graduation from an accredited college or university with major course work in social service, education, or an appropriate related field, plus two to five years of progressively responsible experience in a social service or education organization that involved community outreach and development and/or program planning and implementation. Possession of an appropriate driver's license valid in the state of Maryland.

### **Preferred Knowledge, Skills and Abilities:**

- Knowledge of the basic principles and skills used in the delivery of client-focused human services.
- Knowledge of volunteer functions, recruitment, selection, placement, training and support to help ensure effective use of and interaction with volunteer staff assigned to the program(s).
- Knowledge of services available through community resources, including public and private agencies that serve persons in need, to inform, help and encourage clients.
- Skill in planning, scheduling and managing one's own workload.
- Skill in written and oral communication.
- Ability to administer a program within general policy guidelines and budgetary limitations.
- Ability to make decisions recognizing established precedents and practices, and to use resourcefulness in meeting new situations.
- Skill in interpersonal relationships and human relations to work sensitively and positively with people of various backgrounds and socioeconomic status.
- Skill in using computers to create and maintain records and track client services.
- Ability to stimulate staff to maintain a high level of quality and creativity in their daily work.
- Ability and willingness to attend meetings or perform other assignments at locations outside the office.
- Ability and willingness to drive program participants to planned activities in City van.